

REMARKS

Reconsideration and allowance of the subject application in view of the foregoing amendments and the following remarks is respectfully requested.

Claims 19-38 are pending. Claims 1-18 have been cancelled without prejudice or disclaimer. New claims 19-38 have been added to secure an appropriate scope of protection to which Applicants are believed entitled.

Claim 19 is patentable over the references of record as the references, singly or in combination, fail to disclose an automaton as claimed in claim 19. The automaton for providing media content to media channels of a network communication session comprises: a manager system configured to: join the automaton to an existing network communication session between an endpoint entity and a contact center responsive to receipt of an invitation to join the existing network communication session, and receive: (a) context data about the existing network communication session and (b) channel information about one or more media channels of the existing network communication session, wherein the channel information includes media type carried by the media channels and channel connection details; a transport system configured to establish, based on the received channel information, one or more media channel connections from the automaton to a session transport mechanism associated with the existing network communication session; a media content handler configured to deliver media content of a particular media type to the established one or more media channel connections based on the received channel information; and a delivery controller configured to control the selection and delivery of media content by the media content handler responsive to the received context data.

Amin et al. (U.S. 6,714,987) fails to describe an automaton for providing content to media channels of a network communication session as set forth in new independent claim 19. Instead, Amin appears to describe the establishment of a communication session between a mobile host and a service session without disclosing an automaton providing content to media channels in respect of the communication session between the mobile host and service session.

Further, Amin fails to describe an automaton having a manager system as set forth in new independent claim 19. Amin does not describe a manager system configured to join the automaton to an existing network communication session between an endpoint entity and a contact center responsive to receipt of an invitation to join the existing network communication session. Instead, as described above, Amin appears to describe establishment of a communication session between a mobile host and a service and not joining an automaton to an existing network communication session.

Further still, Amin fails to describe a media content handler configured to deliver media content of a particular media type to one or more media channel connections based on received channel information as set forth in new independent claim 19. Amin's location tracking fails to correspond to the claimed media content handler. Tracking the location of a mobile host, as described by Amin, is not the same as delivering media content of a particular media type to media channel connections based on received channel information as claimed in claim 19.

Further, the Examiner admits that Amin fails to disclose a delivery controller configured to control the selection and delivery of media content by a media content handler responsive to received context data. Goode (U.S. Patent 6,166,730) fails to cure the deficiencies of Amin as Goode fails to describe a controller operating responsive to received context data to control selection and delivery of media content by a media content handler.

Further still, Amin and Goode are not from the same field of endeavor as Amin is directed toward a communications network architecture for an Internet Protocol centric wireless telecommunication network whereas Goode is directed to control of information services delivered to televisions via a cable network. Additionally, there is no teaching or suggestion in either reference motivating a person of ordinary skill in the art at the time to combine Goode with Amin.

For any of the foregoing reasons, claim 19 is patentable over the references of record and a Notice of Allowance is in order.

Claims 20-35 depend, either directly or indirectly, from claim 19, include further important limitations, and are patentable over the references of record for at least the reasons advanced above with respect to claim 19 from which they depend. For at least the foregoing, claims 19-35 are allowable and an indication to that effect is in order.

Nor do the references of record, singly or in combination, disclose a method of providing media content to media channels of a network communication session as claimed in claim 36. The method comprises establishing a media channel connection from an automaton to a session transport mechanism associated with an existing network communication session between an endpoint entity and a contact center responsive to receipt of an invitation to join the existing network communication session and receipt of channel information about one or more media channels of the existing network communication session, the channel information including the media type carried by the one or more media channels and channel connection details; and providing an appropriate media content from the automaton to a corresponding media channel established by said establishing step responsive to receipt of context data about the existing network communication session and based on the channel information.

Claim 36 is patentable over Amin as Amin fails to describe establishing a media channel connection from an automaton to a session transport mechanism associated with an existing network communication session between an endpoint entity and a contact center responsive to receipt of an invitation to join the existing network communication session.

Goode fails to cure the deficiencies of Amin as Goode fails to describe providing appropriate media content from the automaton to a corresponding media channel established by said establishing step responsive to receipt of context data about the existing network communication session.

Further, as described above with respect to claim 19, Amin is not combinable with Goode as they are not from the same field of endeavor and there is no teaching or suggestion in either

reference teaching or suggesting a motivation to a person of ordinary skill in the art to combine the references.

For any of the foregoing reasons, claim 36 is patentable over the references of record and a Notice of Allowance is in order.

Claims 37 and 38 depend from claim 36, include further important limitations, and are patentable over the references of record for at least the same reasons as claim 36 from which they depend. For at least the foregoing, claims 36-38 are allowable and an indication to that effect is in order.

The Examiner is invited to telephone the undersigned, Applicant's attorney of record, to facilitate advancement of the present application.

Early issuance of a Notice of Allowance is courteously solicited.

To the extent necessary, a petition for an extension of time under 37 C.F.R. 1.136 is hereby made. Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account 08-2025 and please credit any excess fees to such deposit account.

Respectfully submitted,

LOWE HAUPTMAN & BERNER, LLP


Randy A. Noranbrock
Registration No. 42,940

USPTO Customer No. 22429
1700 Diagonal Road, Suite 300
Alexandria, VA 22314
(703) 684-1111
(703) 518-5499 Facsimile
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AML/RAN/iyr